

**U.S. Embassy Dhaka, Bangladesh**  
**Message for U.S. Citizens**  
**NOTICE REGARDING SOCIAL SECURITY SERVICES**

October 2, 2017

The Social Security Administration (SSA) has consolidated its overseas operations into several regional offices that provide a full range of SSA services for U.S. citizens residing outside of the United States. **Effective October 1, 2017**, individuals residing in Bangladesh who require social security services or have questions about SSA benefits must contact the SSA Federal Benefits Unit (FBU) located in Manila, Philippines, rather than US Embassy, Dhaka.

Please, be advised that as of October 1, US Embassy, Dhaka can no longer accept telephone calls, emails, or walk-in consultations regarding Social Security issues.

For more information or any questions about the services provided at the FBU in Manila, Philippines and how to contact them, please visit their webpage at: [www.ssa.gov](http://www.ssa.gov). You can also reach them at +63 2 301 2000, or email at [FBU.Manila@ssa.gov](mailto:FBU.Manila@ssa.gov).

For comprehensive information on SSA's services abroad, please visit SSA's webpage, "[Service Around the World](#)."

If you are already receiving SSA benefits payments, there will be no change in the method of distribution of those payments.

For further information:

- See the [State Department's travel website](#) for the [Worldwide Caution](#), [Travel Warnings](#), Travel Alerts, and [Country Specific Information](#).
- Enroll in the [Smart Traveler Enrollment Program \(STEP\)](#) to receive security messages and make it easier to locate you in an emergency.
- Contact the [U.S. Embassy in Dhaka](#), Bangladesh, located at Madani Avenue, Baridhara, Dhaka, Bangladesh 1212, at (88) (02) 5566-2000, *8:00 a.m. to 4:30 p.m.* Sunday through Thursday. Weekends and After-hours emergency number for U.S. citizens is (88) (02) 5566-2000 and press "0" and ask for the duty officer.
- Call 1-888-407-4747 toll-free in the United States and Canada or 1-202-501-4444 from other countries from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday (except U.S. federal holidays).
- Follow us on [Twitter](#) and [Facebook](#).

American Citizen Services  
U.S. Embassy  
Dhaka, Bangladesh